

**INDIANA DEPARTMENT OF EDUCATION
SUPPLEMENTAL EDUCATIONAL SERVICES**

**2006-2007 COMPLIANCE AND ON-SITE MONITORING REPORT
FOR:**

Huntington Learning Centers

DOCUMENT ANALYSIS		OBSERVATION		COMPLIANCE	
Tutor Qualifications	Satisfactory	Lesson matches original description	Satisfactory	Criminal Background Checks	Non-compliance
Recruiting Materials	Satisfactory	Instruction is clear	Satisfactory	Health/safety laws & regulations	Compliance*
Academic Program	Satisfactory	Time on task is appropriate	Satisfactory	Financial viability	Compliance
Progress Reporting	Satisfactory	Instructor is appropriately knowledgeable	Satisfactory		
		Student/instructor ratio: 1:1	Satisfactory		

ACTION NEEDED: NONE

Provider submitted Corrective Action Plan to address non-compliance with Criminal Background Checks. The plan provided details regarding the steps the provider will take to ensure that background checks are completed on staff *before* they are permitted to work with Indiana SES students. Provider also submitted criminal background checks for all employees after submitting the corrective action plan; however, the rating is still considered “non-compliance” because background checks were submitted after the tutors began working with students.

On-site Monitoring Visit Rubric DOCUMENT ANALYSIS Components

NAME OF PROVIDER: Huntington Learning Centers
REVIEWER: MC

DATE DOCUMENTATION RECEIVED: June 27, 2007

Providers are required to submit documentation for each component during the site visit. If documentation is not available on-site, the director or head of the provider's organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.** Providers will be given an Unsatisfactory or Satisfactory for each component. Providers receiving an Unsatisfactory for any component may be required to address deficiencies within 7 calendar days of receiving their final report.

COMPONENT	DOCUMENTATION NEEDED	DOCUMENTATION SUBMITTED (IDOE use only)	S	U	COMMENTS
Tutor qualifications	ONE of the following: -Tutor resumes/applications (<u>all tutors</u>) <i>In addition to:</i> ONE of the following: -Tutor evaluations (<u>all tutors</u>) -Recruiting policy for tutors (<u>one copy</u>) -Sample tutor contract (<u>one copy</u>)	Tutor resumes and tutor applications SES Teacher guidelines & sample contracts Tutor observations	X		All tutors have at least a Bachelor's degree in education and/or a teacher's license, matching the description in the provider's application. Tutor contracts list expectations for supplemental services. Tutor evaluations are clear and reflective of the program.
Recruiting materials	TWO of the following: -Advertising or recruitment flyers -Incentives policy -Program description for parents	Advertising flyer Program description for parents	X		Program description mirrors that given in the provider application. Brochure for parents matches program description.
Academic Program	ONE of the following: -Lesson plan(s) for one class in all subjects offered <i>In addition to:</i> ONE of the following: -Detailed lesson description -Specific connections to Indiana standards -Description of connections to curriculum of EACH district the provider works with.	Lesson plan Specific connections to Indiana standards	X		Lesson plans provided match the description given in the provider's application and match the components of the observed lessons. Description of connection to academic standards detailed standards addressed, as well as ways in which the provider works with school districts to align programming.
Progress Reporting	TWO of the following: -Sample progress report -Timeline for sending progress reports -Documentation of reports sent	Sample progress reports Documentation of reports sent	X		Communication log demonstrates parent contact for session & conference reminders, and to verify receipt of progress reports. Also provides evidence of a final report being sent. Sample progress report is clear and refers to goals set by parents & provider.

On-site Monitoring Rubric OBSERVATION Components

NAME OF PROVIDER: Huntington Learning Center
SITE: Huntington Learning Center, 2458 S. Walnut St., Bloomington, IN
TUTOR'S INITIALS (ALL TUTORS OBSERVED): 2 tutors
NUMBER OF LESSONS OBSERVED: 2

DATE: June 18, 2007
REVIEWER: MC/KC
TIME OF OBSERVATION: 11AM-11:40AM

During the site visit, IDOE personnel will visit several tutoring sessions to observe lessons being provided. IDOE reviewers will be looking to see that actual tutoring matches lesson plan descriptions that are provided in requested documents, as well as those that were provided in the original provider application; that tutors and students are spending an appropriate amount of time on task; that instruction is clear and understandable; and that instructors seem knowledgeable about lesson content.

Each provider will receive a mark of "Satisfactory" (S) or "Unsatisfactory" (U) for each component. Providers receiving a "U" in any component may be required to address deficiencies within 7 calendar days of receiving their final report. Failure to address deficiencies may result in removal from the state approved list.

COMPONENT	S	U	REVIEWER COMMENTS
Lesson matches original description in provider application	X		Two lessons were observed. In the first group, a student worked one-to-one with an instructor on math problems. The student worked on mathematics workbook pages and was guided by the tutor as she completed the questions. The tutor employed various strategies to help the student answer the questions correctly. In the other group, a student played an electronic math game with the help of her tutor. The tutor checked the student's comprehension of answers to ensure that the child was not guessing. Instruction was highly individualized and appeared to be directly related to individual learning plans that had been developed for the student. Tutoring observed appears to match the description in the provider's application.
Instruction is clear	X		Students always appeared to know what was expected of them and what they were supposed to be working on. In the first group, the tutor used multiple strategies to help the student understand math concepts. In the second group, the tutor ensured that the student understood answers that were being given. Tutors were able to help students come up with correct answers on their own.
Time on task is appropriate	X		The students remained constantly on task. Even when a tutor had to leave the student to get a workbook, worksheet, etc., the student was given a task to complete and remained working. The room was conducive to learning and very quiet with minimal distractions, which helped students stay on task. Students appeared interested in the lessons at hand, and tutors used multiple strategies to keep students engaged.
Instructor is appropriately knowledgeable	X		Instructors used individual learning plans for each student, and both instructors appeared knowledgeable of the students' learning levels and academic needs. In the first group, the tutor often used different methods of sharing information and teaching components to ensure that the student understood the concept. In the second group, the tutor helped a student play an electronic mathematics game and used a number of strategies to check the student's comprehension.
Student/instructor ratio: <u>1:1</u>	X		Observed ratio matches or is lower than that described in the application, 1:1 up to 6:1.

On-site Monitoring Visit Rubric COMPLIANCE Components

NAME OF PROVIDER: Huntington Learning Center
REVIEWER: MC

DATE DOCUMENTATION RECEIVED: June 27, 2007

The following information is rated “Compliance” (C) or “Non-Compliance” (N-C). Selected documentation listed for each component must be submitted as part of the site visit monitoring. If documentation is not available on-site, the director or head of the provider’s organization, the site director, or another authorized representative will be required to submit documentation to the IDOE within seven (7) calendar days of site visit completion. **Failure to submit evidence could result in removal from the approved provider list.**

If a provider is deemed to be in non-compliance with any component for which evidence has been requested, the provider may be contacted and may be required to develop and submit a corrective action plan for getting into compliance within 7 calendar days. If the corrective action plan is not submitted, if the corrective action plan is inappropriate or insufficient, or if the corrective action plan is not implemented, the provider may be removed from the state-approved list.

COMPONENT	REQUIRED DOCUMENTATION	DOCUMENTATION SUBMITTED (IDOE USE ONLY)	C	N-C
Criminal background checks	<p>ALL of the following:</p> <ul style="list-style-type: none"> -Criminal background checks from an appropriate source for every tutor and any other employees working directly with children. 	Teacher licenses were submitted for each tutor. However, simply having a teacher’s license DOES NOT suffice as evidence of a criminal background check—actual criminal background checks (from an appropriate source, such as the Indiana State Police) must be completed BY THE PROVIDER , per IDOE Policies & Procedures Subpart B, Section 2.1(a). In addition, checks must be completed by the provider each time a new contract is signed, and no less frequently than every three years. Providers may not accept background checks that were submitted to them by the employee. In this case, there was no evidence submitted that the provider had completed any background checks on any employees and had instead relied on the fact that the tutors had teachers’ licenses, which is unacceptable.		X
	<p>ONE of the following:</p> <ul style="list-style-type: none"> -Student release policy(ies) <p><i>In addition to:</i></p> <ul style="list-style-type: none"> -Safety plans and/or records 	<p>Evacuation plan provided.</p> <p>Student client history and enrollment form was provided, which includes parent responsibilities.</p>	X	

Health and safety laws and regulations	-Department of Health documentation of physical plant safety (if operating at a site other than a school) -Evacuation plans/policies (e.g., in case of fire, tornado, etc.) -Transportation policies (as applicable)			
Financial viability	TWO of the following: -Notarized business license or formal documentation of legal status -Audited financial statements -Tax return for the past two years	Business license Tax returns	X	